MAYOR'S OFFICE OF HUMAN SERVICES

Operations Assistant I

(Data Coordinator - Data & Evaluation Unit)

Baltimore City Mayor's Office of Human Services is seeking a dynamic professional to fill a critical supporting role in the day-to-day operations of the Homeless Management Information Systems (HMIS) unit (also called the Data & Evaluation Unit). This position reports to the Data and Evaluation Manager in the Mayor's Office of Human Services, Policy and Data Division.

Responsibilities of the Program Coordinator position include but are not limited to:
- Collaborate with team members in data collection, data management and data quality monitoring tasks to include oversight of the homeless housing inventory data; support in the collection and management of the homeless census data; and monitor and report on data quality in the HMIS.
- Collaborate with team members on data analysis and data reporting tasks to include the preparation of high-quality and accurate data reports to the local, State and Federal governments as well as other stakeholders; compiling and presenting homeless services data to meet the needs of the different levels of government entities and other stakeholders; support the implementation of performance management for homeless services projects in the City.
- Collaborate with team members in coordinating and conducting the monitoring of participating organizations and other related activities that ensure provider compliance with HMIS standards and implementation.
- Collaborate with team members on HMIS user training and technical assistance activities, including support of the day-to-day operations of the HMIS Help Desk.
- Collaborate with team members in supporting HMIS technical and systems operations such as database design, maintenance and planning work to ensure the proper functioning and use of the HMIS database; ensuring compliance with federal requirements; interpreting regulations and guidance about homelessness data collection and related efforts.
- Coordinate and facilitate training activities for homeless service providers that utilize HMIS (Homelessness Management Information System), a database on homeless clients and services, covering how to use the system and expectations related to data collection and evaluation.
- Collaborate with team members in various strategic planning tasks for the Data and Evaluation Unit.

The ideal candidate will have:
- A minimum of a high school diploma or GED certificate and six months of experience in supporting an operations or administrative functions is preferred, OR an equivalent combination of education and experience.
- Experience using Homeless Management Information Systems (HMIS) or other data management systems or databases in human services or related fields is preferred but not required.
- Strong computer skills, including use office software and various internet applications in a fast-paced, multitasking environment.
- Ability to monitor for data quality and compliance with federal and state regulations.
- Experience working in the non-profit or government sectors is preferred but not required.
- Requires excellent verbal and written communication skills and comfort conducting presentations in front of large groups.

This is a <u>non-civil service, full-time service position</u> with a salary range of $40,900 - $65,400 and a comprehensive benefits package. <u>Those considered for employment must authorize release of a criminal background check from the Maryland State Police</u>.

TO APPLY: Please forward resumes by <u>regular mail or e-mail only</u> to the attention of Ms. Susan Olubi, Director of Administrative Services, Mayor's Office of Human Services, 7 E. Redwood Street, 5th Floor, Baltimore, MD 21202; Susan.Olubi@baltimorecity.gov. <u>No facsimiles accepted</u>. Applications will be accepted on a continuous basis until filled.

Baltimore City is an Equal Opportunity Employer